

State of Hawaii
Department of Human Services
Benefit, Employment and Support Services Division
Employment and Child Care Program Office

Request for Proposals

HMS 903-09-03-S

Upfront Universal Engagement Program for Temporary Assistance for Needy Families (TANF) and Temporary Assistance for Other Needy Families (TAONF) - Statewide

January 29, 2009

Note: If this RFP was downloaded from the State Procurement Office RFP Website each applicant must provide contact information to the RFP contact person for this RFP to be notified of any changes. For your convenience, you may download the [RFP Interest form](#), complete and e-mail or mail to the RFP contact person. The State shall not be responsible for any missing addenda, attachments or other information regarding the RFP if a proposal is submitted from an incomplete RFP.




STATE OF HAWAII
DEPARTMENT OF HUMAN SERVICES
Benefit, Employment and Support Services Division
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

January 29, 2009

MEMORANDUM

TO: All Interested Applicants

FROM: Lillian B. Koller, Director 

SUBJECT: **REQUEST FOR PROPOSALS (RFP) – STATEWIDE UPFRONT
UNIVERSAL ENGAGEMENT DIVERSION PROGRAM; RFP NO. HMS-
903-09-03-S**

The Department is seeking to purchase the service listed above and further described in the attached RFP. The RFP provides information to assist applicants in the preparation of program plans and budget, including:

1. A description of the service sought;
2. Special requirements to be met by the provider;
3. The criteria by which qualifying proposals shall be reviewed/rated; and
4. The criteria for monitoring and evaluating the contract.

The RFP should be reviewed very closely as all parts of the RFP must be addressed. An informational meeting is scheduled for 9:00 A.M. to 11:00 A.M. on Thursday, February 5, 2009 at the Department of Human Services (DHS), Benefit, Employment and Support Services Division (BESSD) Office, 820 Mililani Street, Suite 606, Honolulu, HI 96813. For more information, please call (808) 586-7110.

In order for the proposals to be considered, all applicants are required to submit:

1. One (1) original and three (3) copies of the proposal, delivered or DHS, BESSD, Employment and Child Care Office (ECCPO), at 820 Mililani Street, Haseko Center, Suite 606, Honolulu, HI 96813.
2. Proposals shall be hand-delivered (including courier mail) by 4:30 P.M., Monday, March 16, 2009, to the DHS, BESSD, Employment and Child Care Office (ECCPO), at 820 Mililani Street, Haseko Center, Suite 606, Honolulu, HI 96813. ALL MAIL-INS POSTMARKED AFTER 12:00 MIDNIGHT, March 16, 2009, WILL NOT BE ACCEPTED FOR REVIEW AND WILL BE RETURNED.

Proposal and materials not requested by the department or submitted after the deadline will not be accepted for consideration.

Attachments

PROPOSAL MAIL-IN AND DELIVERY INFORMATION SHEET

NUMBER OF COPIES TO BE SUBMITTED: 3 plus Original
--

ALL MAIL-INS SHALL BE POSTMARKED BY THE UNITED STATES POSTAL SERVICE (USPS) NO LATER THAN **March 16, 2009** and received by the state purchasing agency no later than **10 days from the submittal deadline**.

All Mail-ins

Department of Human Services
Benefit, Employment and Support Services Division
Employment and Child Care Program Office
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

DHS RFP COORDINATOR

Gwen Murashige
Employment Program Specialist
Phone: (808) 586-7110
Fax: (808) 586-5744

ALL HAND DELIVERIES SHALL BE ACCEPTED AT THE FOLLOWING SITES UNTIL **4:30 P.M., Hawaii Standard Time (HST), Monday, March 16, 2009**. Deliveries by private mail services such as FEDEX shall be considered hand deliveries. Hand deliveries shall not be accepted if received after 4:30 p.m., March 16, 2009.

Drop-off Sites

Department of Human Services
Benefit, Employment and Support Services Division
Employment and Child Care Program Office
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813

RFP Table of Contents

Section 1 Administrative Overview

I.	Procurement Timetable.....	1-1
II.	Website Reference	1-2
III.	Authority.....	1-2
IV.	RFP Organization	1-3
V.	Contracting Office	1-3
VI.	Orientation	1-3
VII.	Submission of Questions	1-4
VIII.	Submission of Proposals.....	1-4
IX.	Discussions with Applicants.....	1-7
X.	Opening of Proposals.....	1-7
XI.	Additional Materials and Documentation.....	1-7
XII.	RFP Amendments.....	1-7
XIII.	Final Revised Proposals.....	1-7
XIV.	Cancellation of Request for Proposals.....	1-8
XV.	Costs for Proposal Preparation	1-8
XVI.	Provider Participation in Planning.....	1-8
XVII.	Rejection of Proposals	1-8
XVIII.	Notice of Award	1-9
XIX.	Protests.....	1-9
XX.	Availability of Funds	1-10
XXI.	General and Special Conditions of the Contract.....	1-10
XXII.	Cost Principles	1-10

Section 2 - Service Specifications

I.	Introduction	
A.	Overview, Purpose or Need	2-1
B.	Planning activities conducted in preparation for this RFP.....	2-1
C.	Description of the Goals of the Service	2-1
D.	Description of the Target Population to be Served.....	2-1
E.	Geographic Coverage of Service	2-2
F.	Probable Funding Amounts, Source, and Period of Availability.....	2-2
II.	General Requirements.....	2-3
A.	Specific Qualifications or Requirements	2-3
B.	Secondary Purchaser Participation	2-3
C.	Multiple or Alternate Proposals	2-3
D.	Single or Multiple Contracts to be Awarded	2-4
E.	Single or Multi-Term Contracts to be Awarded	2-4
F.	RFP Contact Person	2-4

III.	Scope of Work	2-4
A.	Service Activities	2-5
B.	Management Requirements	2-9
C.	Facilities	2-14
IV.	Compensation and Method of Payment	2-14

Section 3 - Proposal Application Instructions

	General Instructions for Completing Applications	3-1
I.	Program Overview	3-1
II.	Experience and Capability	3-2
A.	Necessary Skills	3-2
B.	Experience	3-2
C.	Quality Assurance and Evaluation	3-2
D.	Coordination of Services	3-2
E.	Facilities	3-2
III.	Project Organization and Staffing	3-2
A.	Staffing	3-2
B.	Project Organization	3-3
IV.	Service Delivery	3-3
V.	Financial	3-4
A.	Pricing Structure	3-4
B.	Other Financial Related Materials	3-4
VI.	Other	3-4
A.	Litigation	3-4

Section 4 – Proposal Evaluation

I.	Introduction	4-1
II.	Evaluation Process	4-1
III.	Evaluation Criteria	4-2
A.	Phase 1 – Evaluation of Proposal Requirements	4-2
B.	Phase 2 – Evaluation of Proposal Application	4-2
C.	Phase 3 – Recommendation for Award	4-5

Section 5 – Attachments

Attachment A. Competitive Proposal Application Checklist

Attachment B. Sample Proposal Table of Contents

Section 1

Administrative Overview

Section 1

Administrative Overview

Applicants are encouraged to read each section of the RFP thoroughly. While sections such as the administrative overview may appear similar among RFPs, state purchasing agencies may add additional information as applicable. It is the responsibility of the applicant to understand the requirements of *each* RFP.

I. Procurement Timetable

Note that the procurement timetable represents the State's best estimated schedule. Contract start dates may be subject to the issuance of a notice to proceed.

<u>Activity</u>	<u>Scheduled Date</u>
Public notice announcing Request for Proposals (RFP)	1/29/09
Distribution of RFP	1/29/09
RFP orientation session	2/5/09
Closing date for submission of written questions for written responses	2/13/09
State purchasing agency's response to applicants' written questions	2/27/09
Discussions with applicant prior to proposal submittal deadline (optional)	
Proposal submittal deadline	3/16/09
Discussions with applicant after proposal submittal deadline (optional)	
Final revised proposals (optional)	
Proposal evaluation period	3/23 – 4/2/09
Provider selection	3/23 – 4/2/09
Notice of statement of findings and decision	4/3/09
Contract start date	7/1/09

II. Website Reference

The State Procurement Office (SPO) website is <http://hawaii.gov/spo/>

	For	Click
1	Procurement of Health and Human Services	"Health and Human Services, Chapter 103F, HRS..."
2	RFP website	"Health and Human Services, Ch. 103F..." and "The RFP Website" (located under Quicklinks)
3	Hawaii Administrative Rules (HAR) for Procurement of Health and Human Services	"Statutes and Rules" and "Procurement of Health and Human Services"
4	Forms	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Forms"
5	Cost Principles	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Cost Principles"
6	Standard Contract -General Conditions	"Health and Human Services, Ch. 103F..." "For Private Providers" and "Contract Template – General Conditions"
7	Protest Forms/Procedures	"Health and Human Services, Ch. 103F..." and "For Private Providers" and "Protests"

Non-SPO websites

(Please note: website addresses may change from time to time. If a link is not active, try the State of Hawaii website at <http://hawaii.gov>)

	For	Go to
8	Hawaii Administrative Rules (HAR) for Department of Human Services	http://hawaii.gov/dhs click "Admin Rules"
8	Tax Clearance Forms (Department of Taxation Website)	http://hawaii.gov/tax/ click "Forms"
9	Wages and Labor Law Compliance, Section 103-055, HRS, (Hawaii State Legislature website)	http://capitol.hawaii.gov/ click "Bill Status and Documents" and "Browse the HRS Sections."
10	Department of Commerce and Consumer Affairs, Business Registration	http://hawaii.gov/dcca click "Business Registration"
11	Campaign Spending Commission	http://hawaii.gov/campaign

III. Authority

This RFP is issued under the provisions of the Hawaii Revised Statutes (HRS) Chapter 103F and its administrative rules. All prospective applicants are charged with presumptive knowledge of all requirements of the cited authorities. Submission of a valid executed proposal by any prospective applicant shall constitute admission of such knowledge on the part of such prospective applicant.

IV. RFP Organization

This RFP is organized into five sections:

Section 1, Administrative Overview: Provides applicants with an overview of the procurement process.

Section 2, Service Specifications: Provides applicants with a general description of the tasks to be performed, delineates provider responsibilities, and defines deliverables (as applicable).

Section 3, Proposal Application Instructions: Describes the required format and content for the proposal application.

Section 4, Proposal Evaluation: Describes how proposals will be evaluated by the state purchasing agency.

Section 5, Attachments: Provides applicants with information and forms necessary to complete the application.

V. Contracting Office

The Contracting Office is responsible for overseeing the contract(s) resulting from this RFP, including system operations, fiscal agent operations, and monitoring and assessing provider performance. The Contracting Office is:

Department of Human Services
Benefit, Employment and Support Services Division
820 Mililani Street, Suite 606
Honolulu, Hawaii 96813
Phone: (808) 586-5735
Facsimile: (808) 586-5744
E-Mail Address: gmurashige@dhs.hawaii.gov

VI. Orientation

An orientation for applicants in reference to the request for proposals will be held as follows:

Date: Thursday, February 5, 2009 **Time:** 9:00 AM

Location: 820 Mililani Street, Suite 606, Honolulu, HI

Applicants are encouraged to submit written questions prior to the orientation. Impromptu questions will be permitted at the orientation and spontaneous answers provided at the state purchasing agency's discretion. However, answers provided at the orientation are only intended as general direction and

may not represent the state purchasing agency's position. Formal official responses will be provided in writing. To ensure a written response, any oral questions should be submitted in writing following the close of the orientation, but no later than the submittal deadline for written questions indicated in the paragraph VII. Submission of Questions.

VII. Submission of Questions

Applicants may submit questions to the RFP Contact Person identified in Section 2 of this RFP. All written questions will receive a written response from the state purchasing agency.

Deadline for submission of written questions:

Date: February 13, 2009 **Time:** 4:30 PM HST

State agency responses to applicant written questions will be provided by:

Date: February 27, 2009

VIII. Submission of Proposals

A. **Forms/Formats** - Forms, with the exception of program specific requirements, may be found on the State Procurement Office website referred to in II. Website Reference. Refer to the Proposal Application Checklist for the location of program specific forms.

1. **Proposal Application Identification (Form SPO-H-200).** Provides applicant proposal identification.
2. **Proposal Application Checklist.** Provides applicants with information on where to obtain the required forms; information on program specific requirements; which forms are required and the order in which all components should be assembled and submitted to the state purchasing agency.
3. **Table of Contents.** A sample table of contents for proposals is located in Section 5, Attachments. This is a sample and meant as a guide. The table of contents may vary depending on the RFP.
4. **Proposal Application (Form SPO-H-200A).** Applicant shall submit comprehensive narratives that address all of the proposal requirements contained in Section 3 of this RFP, including a cost proposal/budget if required.

- B. **Program Specific Requirements.** Program specific requirements are included in Sections 2, Service Specifications and Section 3, Proposal Application Instructions, as applicable. If required, Federal and/or State certifications are listed on the Proposal Application Checklist located in Section 5.
- C. **Multiple or Alternate Proposals.** Multiple or alternate proposals shall not be accepted unless specifically provided for in Section 2 of this RFP. In the event alternate proposals are not accepted and an applicant submits alternate proposals, but clearly indicates a primary proposal, it shall be considered for award as though it were the only proposal submitted by the applicant.
- D. **Tax Clearance.** Pursuant to HRS Section 103-53, as a prerequisite to entering into contracts of \$25,000 or more, providers shall be required to submit a tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX) and the Internal Revenue Service (IRS). The certificate shall have an original green certified copy stamp and shall be valid for six (6) months from the most recent approval stamp date on the certificate. Tax clearance applications may be obtained from the Department of Taxation website. (Refer to this section's part II. Website Reference.)
- E. **Wages and Labor Law Compliance.** If applicable, by submitting a proposal, the applicant certifies that the applicant is in compliance with HRS Section 103-55, Wages, hours, and working conditions of employees of contractors performing services. Refer to HRS Section 103-55, at the Hawaii State Legislature website. (See part II, Website Reference.)
- **Compliance with all Applicable State Business and Employment Laws.** All providers shall comply with all laws governing entities doing business in the State. Prior to contracting, owners of all forms of business doing business in the state except sole proprietorships, charitable organizations unincorporated associations and foreign insurance companies be registered and in good standing with the Department of Commerce and Consumer Affairs (DCCA), Business Registration Division. Foreign insurance companies must register with DCCA, Insurance Division. More information is on the DCCA website. (See part II, Website Reference.)
- F. **Hawaii Compliance Express (HCE).** Providers may register with HCE for online proof of DOTAX and IRS tax clearance Department of Labor and Industrial Relations (DLIR) labor law compliance, and DCCA good standing compliance. There is a nominal annual fee for the service. The "Certificate of Vendor Compliance" issued online through HCE provides

the registered provider's current compliance status as of the issuance date, and is accepted for both contracting and final payment purposes. Refer to this section's part II. Website Reference for HCE's website address.

G. Campaign Contributions by State and County Contractors. Providers are hereby notified of the applicability of HRS Section 11-205.5, which states that campaign contributions are prohibited from specified State or county government contractors during the term of the contract if the contractors are paid with funds appropriated by a legislative body. For more information, FAQs are available at the Campaign Spending Commission webpage. (See part II, Website Reference.)

H. Confidential Information. If an applicant believes any portion of a proposal contains information that should be withheld as confidential, the applicant shall request in writing nondisclosure of designated proprietary data to be confidential and provide justification to support confidentiality. Such data shall accompany the proposal, be clearly marked, and shall be readily separable from the proposal to facilitate eventual public inspection of the non-confidential sections of the proposal.

Note that price is not considered confidential and will not be withheld.

I. Confidentiality of Personal Information. Act 10 relating to personal information was enacted in the 2008 special legislative session. As a result, the Attorney General's General Conditions of Form AG Form 103F, *Confidentiality of Personal Information*, has been amended to include Section 8 regarding protection of the use and disclosure of personal information administered by the agencies and given to third parties.

J. Proposal Submittal. All mail-ins shall be postmarked by the United States Postal System (USPS) and received by the State purchasing agency no later than the submittal deadline indicated on the attached Proposal Mail-in and Delivery Information Sheet. All hand deliveries shall be received by the State purchasing agency by the date and time designated on the Proposal Mail-In and Delivery Information Sheet. Proposals shall be rejected when:

- Postmarked after the designated date; or
- Postmarked by the designated date but not received within 10 days from the submittal deadline; or
- If hand delivered, received after the designated date and time.

The number of copies required is located on the Proposal Mail-In and Delivery Information Sheet. Deliveries by private mail services such as FEDEX shall be considered hand deliveries and shall be rejected if received after the submittal deadline. Dated USPS shipping labels are not considered postmarks.

IX. Discussions with Applicants

- A. Prior to Submittal Deadline.** Discussions may be conducted with potential applicants to promote understanding of the purchasing agency's requirements.
- B. After Proposal Submittal Deadline -** Discussions may be conducted with applicants whose proposals are determined to be reasonably susceptible of being selected for award, but proposals may be accepted without discussions, in accordance HAR Section 3-143-403.

X. Opening of Proposals

Upon receipt of a proposal by a state purchasing agency at a designated location, proposals, modifications to proposals, and withdrawals of proposals shall be date-stamped, and when possible, time-stamped. All documents so received shall be held in a secure place by the state purchasing agency and not examined for evaluation purposes until the submittal deadline.

Procurement files shall be open to public inspection after a contract has been awarded and executed by all parties.

XI. Additional Materials and Documentation

Upon request from the state purchasing agency, each applicant shall submit any additional materials and documentation reasonably required by the state purchasing agency in its evaluation of the proposals.

XII. RFP Amendments

The State reserves the right to amend this RFP at any time prior to the closing date for the final revised proposals.

XIII. Final Revised Proposals

If requested, final revised proposals shall be submitted in the manner, and by the date and time specified by the state purchasing agency. If a final revised proposal is not submitted, the previous submittal shall be construed as the applicant's best and final offer/proposal. *The applicant shall submit **only** the section(s) of the proposal that are amended, along with the Proposal*

Application Identification Form (SPO-H-200). After final revised proposals are received, final evaluations will be conducted for an award.

XIV. Cancellation of Request for Proposal

The RFP may be canceled and any or all proposals may be rejected in whole or in part, when it is determined to be in the best interests of the State.

XV. Costs for Proposal Preparation

Any costs incurred by applicants in preparing or submitting a proposal are the applicants' sole responsibility.

XVI. Provider Participation in Planning

Provider participation in a state purchasing agency's efforts to plan for or to purchase health and human services prior to the state purchasing agency's release of a RFP, including the sharing of information on community needs, best practices, and providers' resources, shall not disqualify providers from submitting proposals if conducted in accordance with HAR Sections 3-142-202 and 3-142-203.

XVII. Rejection of Proposals

The State reserves the right to consider as acceptable only those proposals submitted in accordance with all requirements set forth in this RFP and which demonstrate an understanding of the problems involved and comply with the service specifications. Any proposal offering any other set of terms and conditions contradictory to those included in this RFP may be rejected without further notice.

A proposal may be automatically rejected for any one or more of the following reasons:

- (1) Rejection for failure to cooperate or deal in good faith. (HAR Section 3-141-201)
- (2) Rejection for inadequate accounting system. (HAR Section 3-141-202)
- (3) Late proposals (HAR Section 3-143-603)
- (4) Inadequate response to request for proposals (HAR Section 3-143-609)
- (5) Proposal not responsive (HAR Section 3-143-610(a)(1))
- (6) Applicant not responsible (HAR Section 3-143-610(a)(2))

XVIII. Notice of Award

A statement of findings and decision shall be provided to all applicants by mail upon completion of the evaluation of competitive purchase of service proposals.

Any agreement arising out of this solicitation is subject to the approval of the Department of the Attorney General as to form, and to all further approvals, including the approval of the Governor, required by statute, regulation, rule, order or other directive.

No work is to be undertaken by the awardee prior to the contract commencement date. The State of Hawaii is not liable for any costs incurred prior to the official starting date.

XIX. Protests

Any applicant may file a protest against the awarding of the contract. The Notice of Protest form, SPO-H-801, is available on the SPO website. (See paragraph II, Website Reference.) Only the following matters may be protested:

- (1) A state purchasing agency's failure to follow procedures established by Chapter 103F of the Hawaii Revised Statutes;
- (2) A state purchasing agency's failure to follow any rule established by Chapter 103F of the Hawaii Revised Statutes; and
- (3) A state purchasing agency's failure to follow any procedure, requirement, or evaluation criterion in a request for proposals issued by the state purchasing agency.

The Notice of Protest shall be postmarked by USPS or hand delivered to 1) the head of the state purchasing agency conducting the protested procurement and 2) the procurement officer who is conducting the procurement (as indicated below) within five working days of the postmark of the Notice of Findings and Decision sent to the protestor. Delivery services other than USPS shall be considered hand deliveries and considered submitted on the date of actual receipt by the state purchasing agency.

Head of State Purchasing Agency	Procurement Officer
Name: Lillian B. Koller	Name: Edwin Igarashi
Title: Director	Title: DHS Procurement Officer
Mailing Address: P.O. Box 339 Honolulu, Hawaii 96809	Mailing Address: P.O. Box 339 Honolulu, Hawaii 96809

Business Address: 1390 Miller Street Room 209 Honolulu, Hawaii 96813	Business Address: 1390 Miller Street Room 206 Honolulu, Hawaii 96813
--	--

XX. Availability of Funds

The award of a contract and any allowed renewal or extension thereof, is subject to allotments made by the Director of Finance, State of Hawaii, pursuant to HRS Chapter 37, and subject to the availability of State and/or Federal funds.

XXI. General and Special Conditions of Contract

The general conditions that will be imposed contractually are on the SPO website. (See paragraph II, Website Reference). Special conditions may also be imposed contractually by the state purchasing agency, as deemed necessary.

XXII. Cost Principles

In order to promote uniform purchasing practices among state purchasing agencies procuring health and human services under HRS Chapter 103F, state purchasing agencies will utilize standard cost principles outlined in Form SPO-H-201, which is available on the SPO website (see paragraph II, Website Reference). Nothing in this section shall be construed to create an exemption from any cost principle arising under federal law.

Section 2

Service Specifications

Section 2

Service Specifications

I. Introduction

A. Overview, purpose or need

The Department of Human Services, hereinafter known as the “Department”, is requesting proposals from qualified applicants to establish a statewide Upfront Universal Engagement (UFUE) Program, a program for work eligible applicants and recipients of Temporary Assistance for Needy Families (TANF).

TANF recipients must meet work performance requirements under Welfare Reform and progress towards self-sufficiency; pursuant to Public law 104-193, “Personal Responsibility and Work Opportunity Reconciliation Act of 1996, and reauthorized in 2006 pursuant to the Deficit Reduction Act (DRA) of 2005. The purpose of the UFUE Program is to provide intensive employment case management services to work eligible TANF applicants and recipients to quickly become employed and progress toward self-sufficiency.

Two (2) providers will be selected to provide services which shall include, but are not limited to; job readiness preparation, job placement, on-going case management services to assist recipients retain employment and issuance of support services, such as child care and transportation, which are needed to attain and maintain employment.

Services to be procured through this RFP are scheduled to begin on July 1, 2009.

B. Planning activities conducted in preparation for this RFP

A Request for Information (RFI) was posted on October 29, 2008.

C. Description of the goals of the service

Participants shall be expected to successfully participate in federally defined work activities in order to achieve employment that will lead to self-sufficiency. This will be further described in Section III, Scope of Work.

D. Description of the target population to be served

The population to be served is work eligible adults who are applying for TANF benefits. The term TANF also applies to families whose TANF applications are approved under state-funded benefits known as Temporary

Assistance for Other Needy families (TAONF). The Department reserves the right to change the target population after thirty (30) days notice being afforded to the awarded PROVIDER(s) affected, for the duration of the awarded Contract period.

E. Geographic coverage of service

This service is being procured state-wide.

The Department reserves the right to re-assign coverage areas, based on service needs, after thirty (30) days notice being afforded to the PROVIDER(s) affected, for the duration of the awarded Contract period.

F. Probable funding amounts, source, and period of availability

This contract is expected to be federally and state-funded, as applicable, however the percentage of federal funds to be used shall be at the discretion of the Department, based on the availability of such funding.

The Department intends to award contracts to two (2) different providers to provide the procured services. Applicants shall submit a proposal for statewide services with a cost proposal for statewide operations. The bidder with the highest evaluation score shall be awarded to procure services to clients referred from Cluster I, which includes the following geographic areas:

1. Oahu (From Hawaii Kai to the Pearl City Peninsula)
2. Maui (Entire island)
3. Molokai (Entire island)
4. Lanai (Entire island)
5. East Hawaii (Hilo)

The total amount of funding for this procurement to service the Cluster I areas for the initial contract period starting on July 1, 2009 through and including June 30, 2010, shall not exceed \$1,874,200.00, subject to the availability of funding.

For subsequent contract extensions, for periods of up to twelve (12) months in length each, the amount of funding shall not exceed \$1,874,200.00, for each period, subject to availability of funding.

The bidder with the second highest evaluation score shall be awarded to provide services to clients referred from Cluster II, which includes the following geographic areas:

1. Oahu (From Iroquois Point, Ewa to Haleiwa)
2. Kauai (entire island)
3. West Hawaii (Kona)

The total amount of funding for this procurement to service the Cluster II areas for the initial contract period starting on July 1, 2009 through and including June 30, 2010, shall not exceed \$1,249,400.00, subject to the availability of funding.

For subsequent contract extensions, for periods of up to twelve (12) months in length each, the amount of funding shall not exceed \$1,249,400.00, for each period, subject to availability of funding.

The Department reserves the right to change the funding amounts and source, based on future service needs, after thirty (30) days notice being afforded to the awarded PROVIDERs affected, for the duration of the awarded Contract period.

II. General Requirements

A. **Specific qualifications or requirements, including but not limited to licensure or accreditation.**

The Applicant shall comply with the Chapter 103F, HRS Cost Principles for Purchases of Health and Human Services identified in SPO-H-201, which can be found on the SPO website at www.spo.hawaii.gov

B. **Secondary purchaser participation** (Refer to HAR Section 3-143-608)

After-the-fact secondary purchases will be allowed

Planned secondary purchases
None.

C. **Multiple or alternate proposals** (Refer to HAR Section 3-143-605)

☐ Allowed ☒ Unallowed

Applicants shall submit one (1) proposal proposing a comprehensive statewide service with a cost proposal for statewide operation.

D. Single or multiple contracts to be awarded

(Refer to HAR Section 3-143-206)

☐ Single ☒ Multiple ☐ Single & Multiple

Criteria for multiple awards:

Two (2) providers will be selected to provide UFUE services Statewide.

E. Single or multi-term contracts to be awarded

(Refer to HAR Section 3-149-302)

☐ Single term (2 years or less) ☒ Multi-term (more than 2 years)

Contract terms:

Initial term of contract: July 1, 2009 to and including June 30, 2010.

Length of each extension: up to 12 months.

Number of possible extensions: 3

Maximum length of contract: Not to exceed June 30, 2013

The Department expects initial period of service shall commence on the contract start date, however, if the selected PROVIDERs are unable to begin providing services due to circumstances beyond the selected PROVIDERs' control, the selected PROVIDERs shall, with the Department's approval, be allowed a mutually agreed upon, negotiated time to gradually build up and establish resources.

Conditions for extension: Extensions must be in writing, initiated by the Department through an offer of a supplemental contract, and agreed upon and executed by both the Department and awarded PROVIDERs.

F. RFP contact person

The individual listed below is the sole point of contact from the date of release of this RFP until the selection of the successful providers. Written questions should be submitted to the RFP contact person and received by the day and time specified in Section 1, paragraph I (Procurement Timetable) of this RFP.

Gwen Murashige at (808) 586-7110 or e-mail: gmurashige@dhs.hawaii.gov**III. Scope of Work**

The purpose of the Upfront Universal Engagement (UFUE) program is to provide intensive employment case management services to TANF recipients. The ultimate

goal of the UFUE program is to assist TANF recipients to quickly become employed and progress toward self-sufficiency.

Work eligible members of families who apply for TANF benefits will be referred for participation in the UFUE program. The UFUE participant must satisfactorily meet work performance requirements as defined by the Deficit Reduction Act of 2005 by participating in federally defined work activities for up to twenty-one (21) days as a condition of TANF eligibility and payment of benefits. If the family is determined to be eligible for TANF benefits after the 21 day compliance period, the UFUE participant will continue in the program for the first four (4) months of TANF eligibility and must satisfactorily meet the work performance requirements monthly. The UFUE participant will be transitioned to the First-to-Work program in the fifth month of TANF eligibility if the family remains eligible for benefits. Scope of work encompasses the following tasks and responsibilities:

A. Service Activities

(Minimum and/or mandatory tasks and responsibilities)

The offeror shall provide services in accordance with the following:

1. Orientation

TANF applicants, who are determined to be work eligible, must attend an intake/orientation session as a condition of eligibility. The PROVIDER shall create a sufficient number of orientation sessions in the Hawaii Automated Network Assistance (HANA) system so a TANF applicant can be scheduled to attend orientation within the time frame established in the program operational procedures.

2. Intake

TANF applicants will be referred to the PROVIDER through the HANA system. A pool of applicants is created from the Department's Hawaii Automated Welfare Information (HAWI) system and referred to the HANA system on a daily basis. After each orientation session, the PROVIDER shall select (intake) from the HANA pool, all TANF applicants who attended the orientation and create an UFUE participation in the HANA system for each applicant in accordance with the time frame established in the program operational procedures..

3. Interview and Assessment

The PROVIDER shall conduct an educational and psycho-social assessment interview on the day of intake, or no later than forty-eight (48) hours after intake, in order to identify the strengths and weaknesses of the participant and assess the participant's basic skills, aptitudes and

current situation. The information obtained from the educational and psycho-social assessments shall be used to formulate the participant's Employability Plan, which outlines the participation requirements and work activities.

4. Development of Employability Plan

An Employability Plan shall be developed for each participant by the PROVIDER within forty-eight (48) hours following the completion of intake, shall specify the participant's work performance requirements and work activities. The Employability Plan shall include a minimum number of core work activity hours and other non-core work activity hours as defined in HAR §17-794.1-37.

The participant's goals, needs, and abilities shall be taken into consideration when formulating the Employability Plan. The plan shall be designed to enable the participant to acquire the knowledge, skills, habits, and attitudes essential to securing and/or maintaining employment. The resulting plan shall also provide the foundation for measurable progress towards employment. This plan shall be reviewed and revised so that services are effective and focused.

5. Participation in Work Activities

The UFUE participant shall be expected to participate in federally defined core and non-core work activities as specified in the participant's Employability Plan. The following work activities are allowable for the purposes of the UFUE program in accordance to the Hawaii Work Verification Plan and HAR §17-794.1, Subchapter 3.

Core Work Activities:

a. Unsubsidized Employment

Employment in the public or private sector for which the employer is not subsidized by TANF or other sources of public funding, to offset the wages and costs of employing an UFUE participant.

b. Subsidized Employment

Employment in the public or private sector for which the employer receives a subsidy from TANF or other public funds to offset some or all of the wages and costs of employing an UFUE participant.

c. On-the-Job Training

Training in the public or private sector that is given to a paid employee while engaged in productive work that provides knowledge and skills essential to the full performance of the job.

d. Work Experience

A work activity performed in return for TANF benefits that provide the participant with an opportunity to acquire the general skills, training, knowledge, and work habits necessary to obtain employment such as those activities available in the public or private non-profit workplace.

The PROVIDER shall collaborate with various public and private non-profit agencies within the community and develop work experience sites to place UFUE participants.

e. Community Service Program

An unpaid work activity, performed by the participant for the direct benefit of the community under the auspices of public or non-profit organizations operating a community service program, that helps to improve the employability of the participant.

The PROVIDER will be expected to collaborate with public and non-profit organizations and develop placement sites for participants with community service programs.

f. Job Search and Job Readiness Assistance

Job readiness assistance provides basic instruction on areas such as, but not limited to, personal grooming, appropriate attire, effective interpersonal skills and problem solving, personal money management, and independent living skills. Job readiness sessions for work ready participants provide instruction on contemporary job search techniques, and the skills and attitude required to successfully secure employment. The purpose of job readiness assistance is also to assist the participants in understanding work rules and the necessity to adhere to these rules in order to maintain employment. Job readiness sessions are an integral part of the successful placement of an individual in a work environment.

Job search assistance provides structured methods to activities such as, but not limited to, identifying job openings that suit the client's needs, interests, and abilities; resume development; preparation for job interviews; and follow-up contacts with potential employers.

The PROVIDER shall develop a structured job search and job readiness assistance curriculum that provides daily supervised activities no less than those indicated above.

This activity is limited to four (4) consecutive weeks and six (6) weeks in the preceding twelve (12) month period.

g. Vocational Educational Training

Organized educational programs, not to exceed twelve (12) cumulative months in a lifetime, that are directly related to the preparation of clients for employment in current or emerging occupations including baccalaureate or advance degree.

h. Providing Child Care Services for a Community Service Program Participant

UFUE participant providing unpaid child care services to enable another participant to actively work in a structured community service program.

Non-Core Work Activities

i. Job Skills Training

Organized educational programs that provide training or education for job skills required by an employer to provide the participant with the ability to obtain employment or to advance or adapt to the changing demands of the workplace.

j. Education Directly Related To Employment

Educational program for a participant who has not received a high school diploma or a certificate of high school equivalency, that provides education related to a specific occupation, job, or job offer.

k. Satisfactory Attendance at Secondary School

Regular attendance at a secondary school or course of study that leads to a certificate of general equivalence for a participant who has not received a high school diploma or a certificate of high school equivalency.

6. On-going Case Management

Case management shall be continuous from assessment until the

participant exits the UFUE program. Special attention shall be focused on ensuring the participant's compliance with the work participation requirements established under Welfare Reform and program requirements established in the Work Verification Plan. Program requirements include but are not limited to, verifying participation in the scheduled activities and documenting compliance in the HANA system, counseling, filing supporting documents in the participant's case record, and authorizing of support payments.

A participant's failure to meet assigned activities in the first 21 days will result in denial of benefits; failure to meet assigned activities after initial eligibility may result in the termination of benefits. If the participant is non-compliant with the activities scheduled in the Employability Plan, the PROVIDER shall notify the participant's TANF Eligibility Worker (EW). Determining whether the participant has good cause for failure to meet work requirements shall be determined by the PROVIDER if requested by the participant.

If the participant disputes a non-participation determination and files for an Administrative Hearing, the PROVIDER shall complete and submit a detailed Administrative Hearing Report in accordance with the Department's procedures.

7. Support Services and Participation Reimbursement

The PROVIDER shall use the HANA system to issue support services payments to eligible participants. The support services shall include, but are not limited to, child care, transportation, training and work-related expenses. The support services payments are not part of the appropriation for the UFUE services contract and are funded separately.

B. Management Requirements (Minimum and/or mandatory requirements)

1. Personnel

The offeror shall provide and maintain adequate staffing to service the cluster of census tracts that are designated to be served. Adequate staffing, at a minimum, is defined as staffing that is able to address the qualitative and quantitative functions as detailed in Section 2.III.A.

The offeror shall provide the resumes of staff already hired and the position descriptions for the positions that will be recruited.

The PROVIDER must assure and be responsible for the continuity of service activities in the event of staff illness, medical emergencies, vacancies, or other situations that result in program resources that are less than proposed and contracted for. The PROVIDER must not require nor depend on the State agency's staff to provide service activities in the event that program resources are not available due to the above situations.

2. Administrative

Hours of Operation: Normal hours of operation shall be 7:45 a.m. to 4:30 p.m., Mondays through Fridays, excluding State Holidays.

Division Procedures: The offeror shall follow procedures established by BESSD. The offeror shall use the HANA system to do case management, data entry, and issue support services payments.

Execution of Contract: The successful offeror will be required to enter into a formal written contract with the Department in accordance with the laws, rules and regulations of the State of Hawaii.

The stated requirements appearing elsewhere in this RFP shall become part of the terms and conditions of the resulting contract. Any deviations thereof must be specifically defined by the applicant in its proposal which, if successful, will become part of the contract.

The funds available for this project are limited. The Department reserves the rights to contract for only those services which appear to be in the best interests of the Department.

The Department reserves the right to cancel the contract without cause and to request new proposals for the work. Upon award of the work, the Department will forward the formal contract to the successful offeror for execution. The contract shall be signed by the successful offeror and returned, together with required insurance documents (including indemnification), and other supporting documents, within ten (10) calendar days after receipt by the offeror, or within such further time as the Director may allow.

No such contract shall be binding upon the Department until the contract has been fully and properly executed by all the parties thereto and the State Comptroller has, in accordance with Section 103-39, Hawaii Revised Statutes, endorsed thereon his certificate that there is an appropriation or

balance of an appropriation over and above all outstanding contracts, sufficient to cover the amount required by the contract during the fiscal year. Further, the contract shall not be considered to be fully executed until the Department of the Attorney General of the State of Hawaii has approved the contract as to form.

No Supplementary Agreement shall be binding upon the Department until the Agreement has been fully and properly executed by all parties thereto prior to the start date of Agreement. The offeror shall not provide any services until the Agreement is fully and properly executed.

Any work performed by the successful offeror prior to execution of the contract shall be at the offeror's own risk and expense. The State of Hawaii and the Department are not and will not be liable for any work, contract costs, expenses, loss of profits or damages whatsoever incurred by the successful offeror prior to the execution of the contract.

Equipment: The PROVIDER shall be responsible to purchase or lease, with the available funding, all the necessary furniture and equipment needed to perform the services. Allowed purchases/leases include office equipment, chairs, desks, file cabinets, bookcases, copiers, facsimile machines, mail meter, desk telephones for the staff, and adequate furniture for a small reception area, as needed, within the limitations of the Chapter 103F "Cost Principles." Equipment purchased with these government funds shall be the property of the Department. The PROVIDER must be on the Department network, therefore, the Department will purchase network equipment, computer packages, and printers, as needed.

3. Quality assurance and evaluation specifications

The proposal shall be evaluated based upon performance as described in this section and discussed above. The proposal shall also be reviewed for overall cost effectiveness based upon the overall cost compared to the performance outcome.

4. Output and performance/outcome measurements

- a. Timely placement of participants in federally defined work activities.
- b. Successful case management of participants in order to ensure compliance with work participation requirements.
- c. Successful transition of participants from receiving TANF benefits to exiting TANF due to employment.

5. Experience

The offeror shall demonstrate a thorough understanding of the purpose and scope of the service activities, as well as the necessary skills, abilities, and knowledge of, and experience relating to the delivery of the proposed services. A proven track record of operating a work program for the TANF population is desirable and must be validated by business references.

6. Coordination of services

The offeror shall demonstrate the capability to coordinate services and to collaborate with other providers, government agencies, and resources in the community relating to the delivery of the proposed services.

7. Reporting requirements for program and fiscal data

A monthly report shall be submitted along with a monthly invoice for payment. The monthly report shall provide both an unduplicated count for the report month as well as unduplicated cumulative count of the Contract period. The monthly report shall contain the following:

- a. Number of cases scheduled for Upfront Orientation
- b. Number of cases with completed Upfront Orientation and subsequent HANA Intake timely
- c. Number of clients with completed assessment (including employability plan) within 48 hours of Orientation/Intake
- d. Number of cases transferred in due to change in participation status
- e. Number of clients transferred in due to change in participation status
- f. Number of cases transferred out due to change in participation status
- g. Number of clients transferred out due to change in participation status
- h. Number of cases transferred out due to pregnancy (≥ 8 months)
- i. Number of cases transferred out due to domestic violence status
- j. Number of active UFUE cases open in HANA
 - Number of single-parent households
 - Number of two-parent households
 - Number of non-citizen households
 - Number of cases employed 20-29 hours per week
 - Number of cases employed 30-39 hours per week
 - Number of cases employed 40+ hours per week
 - Number of cases participating with SEE Program (subsidized employment)
- k. Number of cases that withdrew TANF application after eligibility interview
- l. Number of cases found ineligible for TANF after eligibility interview
- m. Number of cases denied TANF due to no-show for Upfront Orientation
- n. Number of cases denied TANF due to non-compliance with Upfront participation
- o. Number of cases referred for sanction
- p. Number of cases with sanction imposed by end of report month
- q. Number of cases with sanction imposed by end of month following report month
- r. Number of cases determined to have good cause
- s. Total number of cases closed
- t. Total number of cases closed due to employment
- u. Total number of employed cases closed due to voluntary closure
- v. Total number of cases denied TANF
- w. Number of compliant cases transferred to ongoing First-To-Work
- x. Number of remaining active UFUE cases at the end of the report month

In addition, the monthly report shall also include the following narrative requirements:

- a. Names of participants who have satisfactorily met their participation requirement for the report month, their participation requirement and how participation was verified
- b. Names of participants who have been placed in unsubsidized employment for the report month and the date of placement
- c. Names of participants who have exited the UFUE program in the report month due to unsubsidized employment and the date of exit

Note: The Department may further refine these reporting requirements based on evaluation of the services. The PROVIDER shall submit any other information or reports upon request by the Department.

C. Facilities

The PROVIDERs shall secure their own ADA compliant facilities.

The PROVIDERs servicing the neighbor islands shall establish and maintain a direct service location or site in each geographic location as specified in Section 2.I.E.

IV. COMPENSATION AND METHOD OF PAYMENT

Compensation for this service will be based on the following:

A. Per Unit Rate:

Upon initial execution of the awarded contract, the Provider of Services (PROVIDER) may invoice the Department an amount not to exceed thirty percent (30%) of the contract value for anticipated initial start-up costs and ongoing costs as it relates to the continued delivery of service.

The Advance Payment will require a submission by the PROVIDER of an original invoice that shall include the PROVIDER's name shown in the Contract, the Contract number, the advanced payment as an item description, the dollar amount requested, and certification that the Advance Payment will be used solely for services to be performed under this contract.

The Department shall offset the Advance Payment amount against the amount of Milestone achieved. If a dollar amount of Milestones achieved is not equal to the Advance Payment amount, at the close of the contract period, the PROVIDER shall owe the Department the balance of the Advance Payment amount less Milestones achieved.

The regular compensatory payments shall begin when the PROVIDER has paid back the amounts received as an advance payment. The Milestone payments shall be based on a “Per Unit Rate” structure. In a “Per Unit Rate”, pricing is based on the delivery of a defined unit of service(s) or milestone(s). The PROVIDER shall reach the following service milestones in order to receive the corresponding payments:

Milestone 1: Participant has satisfactorily met their work participation requirement, as defined by DRA, for the report month.

Payments for Milestone 1 will be \$40 per unique participant.

If the PROVIDER fails to meet the minimum overall participation rate of 50% for the report month, the payment for Milestone 1 will be at 50% of the payment rate. The participation rate is the percentage of active clients who have satisfactorily met their participation requirement as defined by DRA (numerator), divided by the total number of clients in the service area who are participating in the UFUE program (denominator).

Active client is defined as an UFUE participant who has an Employability Plan by the third Friday of the calendar month.

Milestone 2: PROVIDER has achieved a participation rate above the minimum rate of 50% for the report month.

Payments for Milestone 2 will be based on the following structure:

- 60 - 69% participation rate for the report month: \$2,000.00; or
- 70 - 79% participation rate for the report month: \$4,000.00; or
- Equal to or greater than 80% participation rate for the report month: \$6,000.00.

If the PROVIDER fails to intake-activate in the HANA system, within the timeframe established in the program operational procedures, a minimum of 96% of the applicants who have completed orientation in the report month, the payment will be at 40% of the payment rate for the milestone.

Milestone 3: Participant has obtained unsubsidized employment and exits the UFUE program.

Payments for Milestone 3 will be based on the following structure:

- Participant exits the UFUE program within the first two (2) months and retains employment and remains off TANF for a minimum of ninety (90) days: \$750.00 per unique participant; or
- Participant exits the UFUE program during months three (3) or four (4) and retains employment and remains off TANF for a minimum of ninety (90) days: \$500.00 per unique participant.

This method of payment shall require the PROVIDER to submit monthly invoices, as developed by the Department, specifying the amount requested for achieving each milestone, the submittal of the corresponding monthly report specified in Section III(B)(7), and certifying that services requested under the Contract have been performed by the PROVIDER.

***Note: The Department may change the Milestone payment structure and amounts, in writing, thirty (30) days in advance prior to such action taking place.**

- B.** The Department may terminate a contract with a PROVIDER who has no Milestones achieved within the first 3 months of the execution of the initial contract, or supplemental contract, or has not achieved any Milestones for two (2) consecutive months after the first 3 months of the contract period.
- C.** The combined total for the aforementioned advance payment and Milestones shall not exceed the total Contract amount stated in Section I(F).
- D.** Final settlement shall include submission and acceptance of all reports and other materials to be submitted by the PROVIDER to the State, resolution of all discrepancies in performance of services, completion of all other outstanding matters, and receipt of tax clearances.

Section 3

Proposal Application Instructions

Section 3

Proposal Application Instructions

General instructions for completing applications:

- *Proposal Applications shall be submitted to the state purchasing agency using the prescribed format outlined in this section.*
- *The numerical outline for the application, the titles/subtitles, and the applicant organization and RFP identification information on the top right hand corner of each page should be retained. The instructions for each section however may be omitted.*
- *Page numbering of the Proposal Application should be consecutive, beginning with page one and continuing through for each section. See sample table of contents in Section 5.*
- *Proposals may be submitted in a three ring binder (Optional).*
- *Tabbing of sections (Recommended).*
- *Applicants must also include a Table of Contents with the Proposal Application. A sample format is reflected in Section 5, Attachment B of this RFP.*
- *A written response is required for **each** item unless indicated otherwise. Failure to answer any of the items will impact upon an applicant's score.*
- *Applicants are **strongly** encouraged to review evaluation criteria in Section 4, Proposal Evaluation when completing the proposal.*
- *This form (SPO-H-200A) is available on the SPO website (see Section 1, paragraph II, Website Reference). However, the form will not include items specific to each RFP. If using the website form, the applicant must include all items listed in this section.*

The Proposal Application comprises the following sections:

- *Proposal Application Identification Form*
- *Table of Contents*
- *Program Overview*
- *Experience and Capability*
- *Project Organization and Staffing*
- *Service Delivery*
- *Financial*
- *Other*

I. Program Overview

Applicant shall give a brief overview to orient evaluators as to the program/services being offered.

II. Experience and Capability

A. Necessary Skills

The applicant shall demonstrate that it has the necessary skills, abilities, and knowledge relating to the delivery of the proposed services.

B. Experience

The applicant shall demonstrate experience and provide a description of projects/contracts pertinent to the delivery of the proposed services. Detailed description of experience within the last two (2) years in operating a work program for the TANF population is desirable and must be validated by business references which points of contact, addresses, e-mail and/or telephone numbers of project references must be included.

The applicant shall include points of contact, addresses, e-mail/phone numbers of project references. The State reserves the right to contact references to verify experience.

C. Quality Assurance and Evaluation

The applicant shall describe its own plans for quality assurance and evaluation for the proposed services, including methodology.

D. Coordination of Services

The applicant shall demonstrate the capability to coordinate services and collaborate with other providers, government agencies, and resources in the community.

E. Facilities

The applicant shall provide a description of its facilities and demonstrate its adequacy in relation to the proposed services. If facilities are not presently available, describe plans to secure the facilities as described in Section 2, Item III.C. Also describe how the facilities meet ADA requirements, as applicable and special equipment that may be required for the services.

III. Project Organization and Staffing

A. Staffing

1. Proposed Staffing

The applicant shall describe the proposed staffing pattern, client/staff ratio and proposed caseload capacity appropriate for the cluster of census tracts that are designated to be served and the viability of the services. (Refer to the personnel requirements in the Service Specifications, as applicable.)

The applicant shall also describe contingency plans of maintaining the proposed services in the event inadequate staffing may occur.

2. Staff Qualifications

The applicant shall provide the minimum qualifications (including experience) for staff assigned to the program. (Refer to the qualifications in the Service Specifications, as applicable)

B. Project Organization

1. Supervision and Training

The applicant shall describe its ability to supervise, train and provide administrative direction relative to the initial establishment as well as ongoing delivery of the proposed services.

2. Organization Chart

The applicant shall reflect the position of each staff and line of responsibility/supervision. (Include position title, name and full time equivalency) Both the “Organization-wide” and “Program” organization charts shall be attached to the Proposal Application.

IV. Service Delivery

Applicant shall include a detailed discussion of the applicant’s approach to applicable service activities and management requirements from Section 2, Item III. - Scope of Work, including (if indicated) a work plan of all service activities and tasks to be completed, related work assignments/responsibilities and timelines/schedules.

The applicant shall also include a detailed description of approaches and strategies to:

- Collaborate with public and private non-profit agencies and develop work experience and community service program placements sites as described in Section 2, Item III.A.5.d and e.
- Develop a structured job search and job readiness assistance curriculum as described in Section 2, Item III.A.5.f.

V. Financial

A. Pricing Structure

The pricing structure for this RFP will be on a “Per Unit Rate” structure. In a “Per Unit Rate,” pricing is based on the delivery of a defined unit of service(s) or milestone(s). Refer to Section 4 for milestone criteria.

B. Other Financial Related Materials

1. Accounting System

In order to determine the adequacy of the applicant’s accounting system as described under the administrative rules, the following documents are requested as part of the Proposal Application (may be attached):
Audit Report (most recent)

2. Tax Clearance Certificate (Form A-6)

An original or certified copy of a current (within three months), valid tax clearance certificate issued by the Hawaii State Department of Taxation (DOTAX), and the Internal Revenue Service (IRS) shall be submitted with the proposal by the due date and time. The two-part Tax Clearance Application (Form A-6) that combines DOTAX and IRS tax clearance shall be used for this purpose.

Substitution allowed: Current (within the period of this RFP) Certificate of Vendor Compliance issued by Hawaii Compliance Express.

VI. Other

A. Litigation

The applicant shall disclose any pending litigation to which they are a party, including the disclosure of any outstanding judgment, at the time SPO-H-200A is signed and filed. If applicable, please explain. Failure to provide full disclosure shall result in automatic disqualification of the RFP application.

Section 4

Proposal Evaluation

Section 4

Proposal Evaluation

I. Introduction

The evaluation of proposals received in response to the RFP will be conducted comprehensively, fairly and impartially. Structural, quantitative scoring techniques will be utilized to maximize the objectivity of the evaluation.

II. Evaluation Process

The procurement officer or an evaluation committee of designated reviewers selected by the head of the state purchasing agency or procurement officer shall review and evaluate proposals. When an evaluation committee is utilized, the committee will be comprised of individuals with experience in, knowledge of, and program responsibility for program service and financing.

The evaluation will be conducted in three phases as follows:

- Phase 1 - Evaluation of Proposal Requirements
- Phase 2 - Evaluation of Proposal Application
- Phase 3 - Recommendation for Award

Evaluation Categories and Thresholds

Evaluation Categories

Possible Points

Administrative Requirements

Proposal Application

Program Overview	0 points
Experience and Capability	20 points
Project Organization and Staffing	20 points
Service Delivery	50 points
Financial	10 points

100 Points

TOTAL POSSIBLE POINTS

100 Points

III. Evaluation Criteria

A. Phase 1 - Evaluation of Proposal Requirements

Final proposals submitted shall include all of the following documents to be accepted for consideration for this RFP.

Exclusion of any of the required documents below as part of the submitted final proposal shall disqualify the applicant from selection consideration.

1. Administrative Requirements

- Application Checklist
- Registration with State Procurement Office
- Tax Clearance Certificate
- Audit Report (most recent)

2. Proposal Application Requirements

- Proposal Application Identification Form (Form SPO-H-200)
- Table of Contents
- Program Overview
- Experience and Capability
- Project Organization and Staffing
- Service Delivery
- Financial (All required forms and documents)
- Program Specific Requirements (as applicable)

B. Phase 2 - Evaluation of Proposal Application (100 Points)

Scoring for each item identified below is assigned a value of 1 through 5 points. The items are then averaged, and the average is multiplied by the weight assigned to the respective section. The following is an explanation of the point assignments:

Points

- 5= Very satisfactory
- 4= More than satisfactory
- 3= Satisfactory
- 2= Less than satisfactory
- 1= Unsatisfactory
- 0= Not addressed (no credit)

The sum of points given by the evaluators in all areas of each section will be divided by the number of evaluators. The quotient will be the score for that evaluation.

Program Overview: No points are assigned to Program Overview. The intent is to give the applicant an opportunity orient evaluators as to the service(s) being offered.

1. Experience and Capability
(20 Points Total, weight = 4)

The State will evaluate the applicant's experience and capability relevant to the proposal contract, which shall include:

a. Necessary Skills

- Demonstrated necessary skills, abilities, and knowledge relating to the delivery of the proposed services. _____
- Demonstrated a thorough understanding of the purpose and scope with a description of how the proposed service is designed to meet the pertinent issues and problems related to the service activity. _____

b. Experience

- Demonstrated experience related to the delivery of the proposed service. _____
- Description of projects/contracts implemented in the last two (2) years with relevant business references to validate experience that are pertinent to the proposed services. _____

c. Quality Assurance and Evaluation

- Sufficiency of quality assurance and evaluation plans for the proposed services, including methodology. _____

d. Coordination of Services

- Demonstrated capability to coordinate services and to collaborate with other providers, government agencies, and resources in the community with identified/named specific agencies, organizations, and groups with which to collaborate and coordinate in order to deliver satisfactory services.

e. Facilities

- Adequacy of facilities relative to the proposed services.

2. *Project Organization and Staffing*
(20 Points Total, weight = 4)

The State will evaluate the applicant's overall staffing approach to the service that shall include:

A. *Staffing*

- Proposed staffing patterns, client/staff ratio, minimum qualifications (including experience) for staff assigned to the program, and proposed caseload capacity is reasonable to ensure viability of the services.
- Described contingency plan of maintaining the proposed services in the event inadequate staffing.

B. *Project Organization*

- Demonstrated ability to supervise, train, and provide administrative direction to staff, relative to the initial establishment as well as ongoing delivery of the proposed services, and described a detailed training plan.
- Approach and rationale for the structure, functions, and staffing of the proposed organization for the overall service activity and tasks.

3. Service Delivery
(50 Points Total, weight = 10)

Evaluation criteria for this section will assess the applicant's approach to the service activities and management requirements outlined in the Proposal Application.

- Demonstrated a clear understanding of the various service activities and sequence of events. _____
 - Described in detail the program content and design. _____
 - Demonstrated a clear understanding of the target group. _____
 - Described in detail the structured curriculum of job search and job readiness assistance, and detailed approach of other federally defined work activities. _____
 - Presented evidence of cooperation and collaboration with community organizations, and willingness to follow Department requirements, policies and established procedures. _____
 - Demonstrated knowledge of handling customer service demands and complaints. _____
 - Described staff/management activities that include evaluation criteria with an assessment of the logic of the work plan for the major service activities and tasks to be completed including clarity in work assignments and responsibilities, and the realism of the timelines and schedules, as applicable. _____
 - Identified the length of time the organization has conducted business in the State of Hawai'i. _____
- NOTE: For this evaluation criteria, points (1-5) may be awarded, as follows:

- 1 = 0 to 1 year
- 2 = 1+ to 2 years
- 3 = 2+ to 3 years
- 4 = 3+ to 4 years
- 5 = 4+ years

4. Financial (10 Points Total, weight = 2)

- Adequacy of accounting system. _____

C. Phase 3 - Recommendation for Award

Each notice of award shall contain a statement of findings and decision for the award or non-award of the contract to each applicant.

Section 5

Attachments

- A. Proposal Application Checklist
- B. Sample Table of Contents

Proposal Application Checklist

Applicant: _____

RFP No.: _____

The applicant's proposal must contain the following components in the order shown below. This checklist must be signed, dated and returned to the purchasing agency as part of the Proposal Application. SPOH forms are on the SPO website. See Section 1, paragraph II Website Reference.*

Item	Reference in RFP	Format/Instructions Provided	Required by Purchasing Agency	Completed by Applicant
General:				
Proposal Application Identification Form (SPO-H-200)	Section 1, RFP	SPO Website*	X	
Proposal Application Checklist	Section 1, RFP	Attachment A	X	
Table of Contents	Section 5, RFP	Section 5, RFP	X	
Proposal Application (SPO-H-200A)	Section 3, RFP	SPO Website*	X	
Tax Clearance Certificate (Form A-6)	Section 1, RFP	Dept. of Taxation Website (Link on SPO website)*	X	
Cost Proposal (Budget)			X	
SPO-H-205	Section 3, RFP	SPO Website*	X	
SPO-H-205A	Section 3, RFP	SPO Website* Special Instructions are in Section 5	X	
SPO-H-205B	Section 3, RFP,	SPO Website* Special Instructions are in Section 5	X	
SPO-H-206A	Section 3, RFP	SPO Website*	X	
SPO-H-206B	Section 3, RFP	SPO Website*	X	
SPO-H-206C	Section 3, RFP	SPO Website*	X	
SPO-H-206D	Section 3, RFP	SPO Website*	X	
SPO-H-206E	Section 3, RFP	SPO Website*	X	
SPO-H-206F	Section 3, RFP	SPO Website*	X	
SPO-H-206G	Section 3, RFP	SPO Website*	X	
SPO-H-206H	Section 3, RFP	SPO Website*	X	
SPO-H-206I	Section 3, RFP	SPO Website*	X	
SPO-H-206J	Section 3, RFP	SPO Website*	X	
Certifications:				
Federal Certifications		Section 5, RFP		
Debarment & Suspension		Section 5, RFP		
Drug Free Workplace		Section 5, RFP		
Lobbying		Section 5, RFP		
Program Fraud Civil Remedies Act		Section 5, RFP		
Environmental Tobacco Smoke		Section 5, RFP		
Program Specific Requirements:				
Resumes of hired staff	Section 3, RFP		X	
Position descriptions of proposed staff	Section 3, RFP		X	
Business references	Section 3, RFP		X	
Organization chart(s)	Section 3, RFP		X	
Audit report	Section 3, RFP		X	

Authorized Signature

Date

Proposal Application Table of Contents

I.	Program Overview	1
II.	Experience and Capability	1
A.	Necessary Skills	2
B.	Experience.....	4
C.	Quality Assurance and Evaluation.....	5
D.	Coordination of Services.....	6
E.	Facilities	6
III.	Project Organization and Staffing	7
A.	Staffing.....	7
1.	Proposed Staffing.....	7
2.	Staff Qualifications	9
B.	Project Organization	10
1.	Supervision and Training.....	10
2.	Organization Chart (Program & Organization-wide) (See Attachments for Organization Charts)	
IV.	Service Delivery	12
V.	Financial.....	20
	See Attachments for Cost Proposal	
VI.	Litigation.....	20
VII.	Attachments	
A.	Cost Proposal SPO-H-205 Proposal Budget SPO-H-206A Budget Justification - Personnel: Salaries & Wages SPO-H-206B Budget Justification - Personnel: Payroll Taxes and Assessments, and Fringe Benefits SPO-H-206C Budget Justification - Travel: Interisland SPO-H-206E Budget Justification - Contractual Services – Administrative	
B.	Other Financial Related Materials Financial Audit for fiscal year ended June 30, 1996	
C.	Organization Chart Program Organization-wide	
D.	Performance and Output Measurement Tables Table A Table B Table C	
E.	Program Specific Requirements	

Organization: _____
RFP No: _____